Home-Link

Choice Based Lettings

www.home-link.org.uk **Version 09** June 2012

User Guide

Your choice, your home

WELCOME TO

Home-Link

your choice, your home

Content

Welcome to Home-Link	p2
Translations and access	p3
Partner Organisations Contact Details	p4-5
How the Scheme Works	p6-7
The Housing Need Bands	p8-9
Things to consider before bidding	p10-11
Distribution Points	p12-13
The Adverts	p14
Bidding on the Internet	p15
Bidding by Text Message	p15
Bidding by Coupon	p16
Bidding by Telephone	p17
Feedback Explained	p18
Housing for Older People	p19
General Information	p20

Locata Housing Services Limited

The Scheme User Guide is a publication of Locata Housing Services Ltd.

Publisher: Locata Housing Services Ltd

Editor: Diana Martin

Design: Good Impressions

Editorials, photos and illustrations can only be published by permission of the publisher (all rights reserved).

POWERED BY

The Home-Link scheme is the Choice Based Lettings scheme for the Cambridge sub-region. Home-Link gives more choice about where you want to live. In the past your Council or Housing Association decided where and when you would be offered a home. Now you will have the chance to choose.

Every fortnight Home-Link produces a free magazine, which advertises virtually all the available Council and Housing Association property across the Cambridge sub-region.

Existing Council and Housing Association tenants who wish to transfer to a different property and homeseekers on the housing register can use Home-link to see what properties are available.

You can look at the adverts and decide whether you want to be considered for any of the properties. You express your interest in the properties by making a bid for them. To be housed through this scheme you will have to bid for the advertised property. A summary of who can bid for properties and how to bid can be found on page 6 and 7 of this User Guide. You will be able to get assistance with bidding if you need it, please contact your local Council or Housing Association for more information.

Home-Link offers more choice about where you want to live giving a clear picture of the properties available in your area and across the sub-region. In each edition you can see how properties which have already been advertised were let, by turning to the feedback page. You can also see what level of housing need the successful bidder had and how long they had been waiting in their housing need band.

If you would like to find out more about Home-Link, or how to use Home-Link to bid for a property, you should contact your local Council or Housing Association.

Contact details are available in this User Guide, the Home-Link magazine and also at www.home-link.org.uk

Welcome to the Home-Link User Guide

We are committed to helping everybody access the scheme. If you have any specific requirements, please contact us to discuss ways of accessing Home-Link. Here are some examples of the different ways we can help you to access the scheme:

- Large Print
- Information on disc
- Braille
- Translation into other languages
- Audio translations
- One-to-one help from staff
- A copy of this scheme guide produced in Makaton, which is a system of communication that uses graphic symbols to support the written word

For more information, read the Home-Link Access Strategy on the Home-Link website or contact a member of staff.

We can make published information available in different languages, Braille and large print upon request. We also have interpreting facilities for people who do not speak English.

Albanian
Udhëzuesi i skemës është i gatshëm në Gjuhën Shqipe

Arabic
دليل المشروع متوفر باللغة العربية

Cantonese
計劃手冊已製成中文版

Farsi
راهنمای طرح به زبان فارسی موجود می باشد.

Gujarati
[illegible]

Hindi
[illegible]

Lithuanian
Pagal pra_ym_ paskelbt_ informacij_ galime pateikti skirtingomis kalbomis, Brailio ra_tu ir dideliu _riftu. Taip pat ver_iame _od_iu _mon_ms, kurie nekalba angli_kai.

Mandarin
计划手册有简体中文版

Pashto
[illegible]

Polish
Informator na temat projektu dost_pny po polsku

Portuguese
Tradução da guia do usuário do esquema

Punjabi
[illegible]

Russian
Имеется руководство по-русски

Somali
Tusaha mashruuca waxa lagu helaa af Soomaali

Spanish
Traducción de la guía del usuario del esquema

Tamil
[illegible]

Thaï
มีไกด์โครงการเป็นภาษาไทย

Urdu
[illegible]

Partner Organisations

Cambridge City Council

Cambridge City Council
Choice Based Lettings Team
PO Box 700, Cambridge, CB1 0JH
Email: CBL@cambridge.gov.uk
Website: www.cambridge.gov.uk

01223 457917

East Cambridgeshire District Council

The Grange
Nutholt Lane
Ely, Cambs CB7 4PL
Email: customerservices@eastcambs.gov.uk
Website: www.eastcambs.gov.uk

01353 665555
The housing register in East Cambridgeshire is managed by Sanctuary Housing. **Please contact Sanctuary Housing with queries.**

Sanctuary Housing

Sanctuary Housing
Avro House, 49 Lancaster Way Business Park
Ely, Cambs, CB6 3NW
Email: contactus@sanctuary-housing.co.uk
Website: www.sanctuary-housing.co.uk

0800 9161422
Please note that our address is for correspondence only and we have a reception desk at the East Cambridgeshire office if you wish to visit us.

Fenland District Council

Fenland Hall
County Road
March, Cambs PE15 8NQ
Email: info@fenland.gov.uk
Website: www.fenland.gov.uk

01354 654321
The housing register in Fenland is managed by Roddons.
Please contact Roddons with queries.

Roddons Housing Association

Beacon House
23 Hostmoor Avenue
March, Cambridgeshire PE15 0AX
Email: Roddonsenquiries@circle.org.uk
Website: www.circle.org.uk

0800 111 6447
(from a landline)
0300 333 6557
(from a mobile)

Forest Heath District Council

Housing Options Team, District Offices
Forest Heath District Council
College Heath Road, Mildenhall, Suffolk IP28 7EY
Email: home-link@forest-heath.gov.uk
Website: www.forest-heath.gov.uk

01638 719345

Flagship Housing Group

Keswick Hall
Keswick, Norwich
Norfolk NR4 6TJ
Email: housing.options@stedsbc.gov.uk
Website: www.flagship-housing.co.uk

0845 6013390

Huntingdonshire District Council

Pathfinder House
St Marys Street, Huntingdon
Cambridgeshire, PE29 3TN
Email: housingservices@huntsdc.gov.uk
Website: www.huntingdonshire.gov.uk

01480 388222

Luminus Group

Neighbourhood Lettings
Luminus Group Brook House
Ouse Walk, Huntingdon, Cambs, PE29 3QW
Email: homes@luminus.org.uk
Website: www.luminus.org.uk

01480 428345

South Cambridgeshire District Council

South Cambridgeshire Hall
Cambourne Business Park
Cambourne, Cambridge, CB23 6EA
Email: cbl@scambs.gov.uk
Website: www.scambs.gov.uk

03450 450051

St Edmundsbury Borough Council

West Suffolk House
Western Way, Bury St Edmunds
Suffolk IP33 3YU
Email: home-link@stedsbc.gov.uk
Website: www.stedmundsbury.gov.uk

01284 757178

Havebury Housing Partnership

Havebury Housing Partnership
Western Way
Bury St Edmunds
Suffolk IP33 3SP
Web: www.havebury.com

0300 3300 900

How Home-Link

With Home-Link, it will not be the Council or Housing Association who will find you a property; instead you look for your own property using the Home-Link web site or magazine. There are four steps to registering with Home-Link, allowing you to bid for properties that you are interested in:

Step 1 – Registration

You will be registered with Home-Link if:

- You are an existing tenant of any of the participating Councils or Housing Associations (listed on page 4 & 5) and have registered for a transfer;
- You are an applicant on a housing register of a participating Council or Housing Association; or
- If you are a new applicant to the housing register.

You can complete an application form online at:

www.home-link.org.uk, or by requesting an application form from your local Council or Housing Association.

Once your Council or Housing Association has accepted you onto the register, we will write to you with the Home-Link user guide and your Home-Link Number. We will tell you which housing needs band (A, B, C or D) you have been placed in and your priority date (the date you were placed into that band). Details of how the housing needs bands and date system works can be found on page 8 and 9.

You must keep your local Council or Housing Association informed of any changes to your circumstances i.e. changes to your household size, medical condition or housing situation. This is very important as it could result in changing your band, or your eligibility for certain properties.

Step 2 – Bidding for property

Available properties are advertised each fortnight on the Home-Link web site and in the Home-Link magazine, giving you information about each available property. You can pick up a free copy of the Home-Link magazine from various places, including Council offices, Housing Association offices and the other access points in your local area, see page 12 and 13.

Properties will usually be advertised every other Friday. Your bids must reach us by 12 noon the following Wednesday. This is known as the bidding cycle.

Registered applicants of the Home-Link scheme will be able to bid for a maximum of 3 properties in each bidding cycle.

You can bid in the following ways:

On the web: Go to www.home-link.org.uk and log on with your Home-Link number and date of birth.

By telephone: Call 0870 727 0481 and follow the instructions. (See page 17 for instructions on making your bids by telephone).

By text: Text 07781 472 726 (see page 15 for instructions on making your bids by text).

By coupon: Blank coupons will be sent directly to you with your registration pack. Each coupon will have your name and Home-Link number printed on it. This is your individual number so do not give your coupons to anyone else. You can request more coupons by going to the Home-Link website or by ticking the box on your coupon when you submit a bid. (See page 16 for instruction on making you bids by coupon).

works

Step 3 – The Offer

Once the bidding cycle has closed, we put the bids received in priority order to produce a shortlist of eligible applicants for each property.

The landlord of the property allocates from the shortlist after doing further checks. If your name is at the top of the shortlist, you will normally be invited to view the property. If you refuse this property, the next person on the shortlist will be invited to view it.

You do not automatically get penalised for refusing a property you have successfully bid for, however, we may review your circumstances if you refuse several properties, especially if you are in a high housing needs band and need to move urgently.

If you successfully bid for more than one property in the same bidding cycle, the landlord will usually contact you to ask which property you would prefer as your first choice. People who have come top of a shortlist are usually contacted within a week of the close of the bidding cycle.

Some landlords may invite more than one applicant to view the property at the same time, however, the property is usually offered to the applicant with the highest housing need who attends the viewing.

Properties may be advertised some time before they are ready for occupation, you will be informed of when the property is available.

Whilst a property is under offer to you, you will not be able to place bids on any other properties. Only one property may be on offer to an applicant at one time.

If you receive an offer to view, and you do not intend to turn up you must contact the landlord.

Step 4 – Feedback

All properties are listed on the Feedback page of Home-Link once they have been let.

The feedback tells you how many people bid for each property, as well as the band and priority date of the successful bidder. This helps you to see how long the successful bidders have been waiting.

It is not possible to notify you individually when your bids have been unsuccessful.

If you have questions about how the scheme applies to you or about bidding for properties, there are fully trained housing staff available to support you at your local Council or Housing Association offices (see page 4 and 5).

The Housing Nee

When you register for housing, the Council or Housing Association that you apply to will assess your application. You will be placed in one of the four housing needs bands described below.

If you disagree with the band you have been placed in, you can ask the Council or Housing Association, which holds your registration details to review the decision.

When bids are considered for advertised properties, the successful bidder will usually be the person who has been in the highest band for the longest period of time.

If your housing needs band changes due to a change in your circumstances, your priority date will be the date you go into a higher band. If you move to a lower band, your priority date will revert to the date that applied when you were previously in the lower band. Where an applicant moves down into a band they have not previously been in, their priority date will be their initial registration date.

Below is a summary of the banding system. For more information, see a copy of your local Council or Housing Association's lettings policy.

BAND A – (Urgent Need)

- You are a Council or Housing Association tenant who needs to move urgently, for example because your property is about to be demolished or redeveloped.
- You are occupying a property where the Council has a Statutory Duty to move you due to overcrowding.
- You are occupying a property which has been assessed as posing an urgent health and safety risk to you and your family.
- You have an urgent medical condition, and your current housing is having a major adverse effect on the medical condition.
- You are a current supported housing resident and have been assessed by the Local Authority (under it's allocations policy) and the supported housing provider as ready to move into independent accommodation and you have not been placed in band A for any other reason.
- You are homeless and one of the Partner Councils owes you a main homelessness duty.
- You have two or more needs from Band B.

ds Bands

BAND B – (High Need)

- You are occupying a property which has been assessed as posing a high health and safety risk to you and your family.
- You have a high need to move because of a medical condition, and your current housing is having a significant adverse effect on the medical condition.
- You have a high need to move because of harassment or threat of violence or abuse.
- You have been assessed as needing two more bedrooms than you currently have.
- You are a Council or Housing Association tenant within the Cambridge sub-region with two or more bedrooms than you need and are willing to move to a smaller property.
- You are threatened with homelessness and are working with the homelessness prevention service to try and prevent your homelessness.
- You have three or more needs from Band C.

BAND C – (Medium Need)

- You have a medium need to move because of a medical condition, and your current housing is having a minimal effect on the medical condition.
- You are a Council or Housing Association tenant in the sub-region and are living in a property with one bedroom more than you require and you are willing to move to a smaller property.
- You have a need to move for social reasons, for example to give or receive support to a family member, or for employment reasons, or you have a child under 10 years and live above the ground floor.
- You are sharing facilities within your property with people who are not family members.
- You have been assessed as needing one more bedroom than you currently have.
- You are homeless or threatened with homelessness and are either intentionally homeless, not in priority need or are owed a main homeless duty by a local authority that are not a partner organisation in the sub-region.

BAND D

- All applicants assessed as being in low housing need will be placed in Band D.

Things to consider

What can I bid for?

Your welcome letter will tell you how many bedrooms you are entitled to in the local authority area where you have applied for housing. Each of the Councils and Housing Associations may have slightly different eligibility rules for the number of bedrooms and type of property you are allowed, depending on their housing stock.

In what areas can I bid for properties?

- You can bid for properties in the Council or Housing Association area that you are registered in.
- You can also bid for properties in any other local authority areas so long as you have a recorded local connection. This could be if you work, have relatives or have lived in the area before. Please contact the Council or Housing Association that manages your application if you think you should have a local connection to other areas.
- You can bid for properties advertised in the cross-partner section. Each Council or Housing Association puts 10% of its available properties into this section. Look in this section if you are interested in living in other parts of the sub-region.

When you bid for properties in the cross-partner section, you can bid for any property so long as:

- Your household size fits within the minimum and maximum person range for that property. For example if you have 3 people in your household and the advert says 3-5 people can live in the property you could bid for it.
- You have read the advert description and match any requirements.

For full details of each partners' Lettings Policy, please contact the relevant Council or Housing Association. Contact details are on page 4 and 5.

When choosing a property you are interested in, you need to consider a number of things:

Is the property available to homeseekers/ transfers or both?

Most properties will be available for both homeseekers and transferring tenants, but a proportion will be advertised as available to transferring tenants only. Your bid will not count if, for example, the property is advertised for a transferring tenant only and you are a homeseeker.

How many properties can I bid for each bidding cycle?

You can bid for up to three properties each cycle. If you place over three bids, it is only the last three bids you make that will be registered.

Is there an age restriction?

Some properties have a minimum age requirement; any age restrictions will be clearly stated in the advertisement.

before bidding

Who can bid for Sheltered Housing?

Property in schemes designated as sheltered housing will only be available to applicants who require the level of support offered in this type of accommodation. Sheltered housing is usually available for people aged 60 or over. For more information about sheltered housing, please contact your local Council or Housing Association.

Some properties have a mobility sign

This is intended to provide a guide to people who have various levels of mobility needs. This does not restrict anyone else from bidding for these properties but the advert will often say that priority will be given to applicants with mobility needs.

Pets

Most landlords will not allow you to keep a dog or a cat unless the property has its own garden. The property advert will say if pets are allowed.

Before you bid for a property:

Check out the location of the property on a map to make sure it's really a place you would consider moving to and make sure you meet the criteria stated on the advert. Remember that the number of people waiting to be housed is significantly greater than the number of properties advertised each fortnight.

Circumstances where you may not be invited to view a property

- You are in rent arrears
- You have been involved in anti-social behaviour
- You have enough money or income to afford a property in the private sector

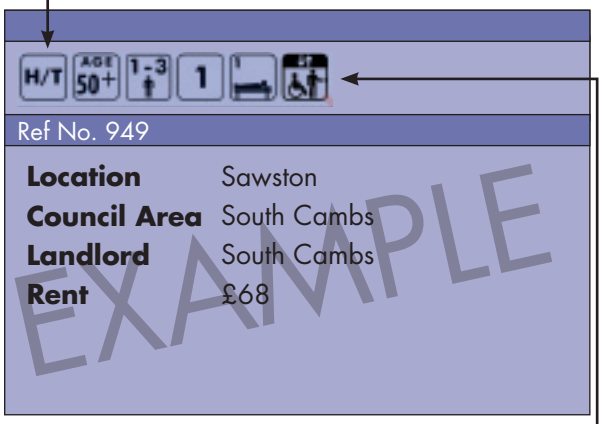
You can ask your local Council or Housing Association if any of these circumstances apply to you.

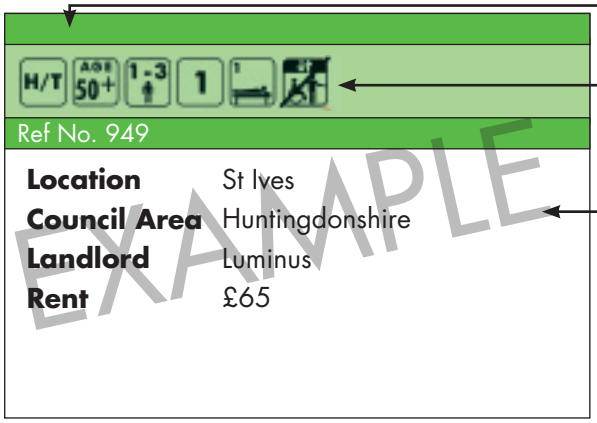
Distribution Points

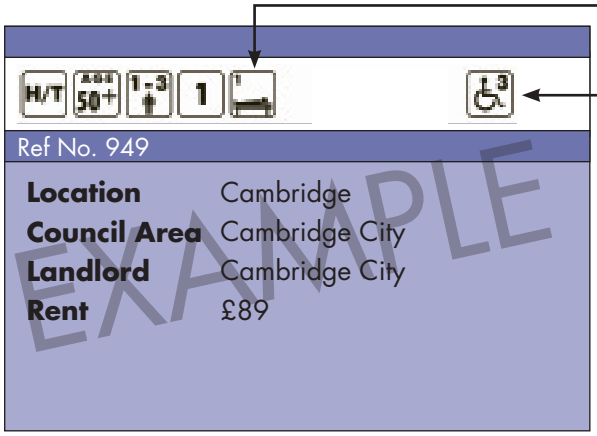
Cambridge City Council	
Home-Link Office and Services	44 St Andrews Street, Cambridge, CB2 3AS
City Homes South	89 Cherry Hinton Road, Cambridge, CB1 7BS
Rock Road Library	Rock Road, Cambridge, CB1 7UG
Cherry Hinton Library	High Street, Cambridge, CB1 9HL
Barnewell Road Library	Barnewell Road, Cambridge, Cambridgeshire CB5 8RO
City Homes North	171 Arbury Road, Cambridge, CB4 2YG
Arbury Court Library	Arbury Road, Cambridge, CB4 2JQ
Meadows Community Centre	1 St Catherine's Road, Cambridge, CB4 3XJ
Brown's Field Community Centre	31a Green End Road, Cambridge, CB4 1RU
East Cambridgeshire	
East Cambs District Council	The Grange, Nutholt Lane, Ely, Cambs
Burwell Library	Village College, Burwell, Cambs
Ely Library	6 The Cloisters, Ely, Cambs
Littleport Library	Town Hall, Littleport, Cambs
Soham Library	Clay Street, Soham, Cambs
Fenland District Council	
Roddons Housing Association	Beacon House, 23 Hostmoor Avenue, March, Cambridgeshire PE15 0AX
March – Fenland @ your service shop	8 Broad Street, March, PE15 8TG
Wisbech – Fenland @ your service shop	2-3 Bridge Street, Wisbech, PE13 1AF
Whittlesey – Fenland @ your service shop	Unit 3 The Causeway Centre, Whittlesey, PE7 1AU. Closed Wednesdays from 1pm – 5.30pm
Chatteris – Fenland @ your service shop	20 High Street, Chatteris, PE16 6BE. Closed Wednesdays from 8.30am – 1pm
March Business Reception	Fenland Hall, County Road, March, PE15 8NQ
March Library	City Road, March, PE15 9LS
Wisbech Library	5 Ely Place, Wisbech, PE13 1EU
Whittlesey Library	35 Market Street, Whittlesey, PE7 1BA
Chatteris Library	2 Furrowfields Road, Chatteris, PE16 6DY
Forest Heath	
Forest Heath District Council	District Offices, College Heath Road, Mildenhall, Suffolk
Mildenhall Library	Chestnut Close, Mildenhall, Suffolk
Flagship Housing Group	Chiswick Avenue, Mildenhall,
Newmarket Library	1a The Guineas Centre, Newmarket
Forest Heath District Council	Information Centre, The Guineas Centre, Newmarket
Forest Heath District Council	Information Centre, Elbourne House, 31 High Street, Brandon
Brandon Library	Community Centre, Bury Road, Brandon
Lakenheath Library	65 High Street, Lakenheath

Huntingdonshire	
Huntingdonshire District Council	Pathfinder House, St Mary's Street, Huntingdon
Luminus Group	Brook House, Ouse Walk, Huntingdon, Cambs, PE29 3QW
Huntingdon Library	Princes Street, Huntingdon, PE29 3PH
Maple Centre	6 Oak Drive, Huntingdon, PE29 7HN
St Neots Library	Priory Lane, St Neots,
St Ives Library	4 Library Row, Station Road, St Ives
Ramsey Library	25 Great Whyte, Ramsey PE26 1HG
Yaxley Library	Lansdowne Road, Yaxley, Peterborough
South Cambridgeshire	
Waterbeach Post Office	11, High Street, Waterbeach, Cambridge, Cambridgeshire. CB25 9HN
The Co-op Store, Fulbourn	11 High St, Fulbourn, Cambridge CB21 5DH
Linton Post Office	5, Balsham Road, Linton, Cambridge, Cambridgeshire. CB21 4LD
Linton Library	Cathodeon Centre, Linton, Cambridge, Cambridgeshire. CB21 4JT
Sawston Post Office	50, High Street, Sawston, Cambridge, Cambridgeshire. CB22 3BG
John Huntingdon Charity	John Huntingdon House, Tannery Road, Sawston, Cambridge, Cambridgeshire. CB22 3UW
The Co-op Store, Melbourn	71 High Street, Melbourn, Herts. SG8 6DU
Bassingbourn Post Office	41/43, High Street, Bassingbourn, Royston, Herts. SG8 5LD
Gamlingay Post Office	15, Cinques Road, Gamlingay, Sandy, Beds. SG19 3NJ
Comberton Post Office	12, Barton Road, Comberton, Cambridge, Cambridgeshire. CB23 7BP
Metropolitan	1, Horizon Park, Comberton, Cambridge, Cambridgeshire. CB23 7AF
South Cambridgeshire District Council	Cambourne Business Park, Cambourne, Cambridge, Cambridgeshire. CB23 6EA
Cambourne Library	Cambourne Library, Sackville House, Sackville Way, Cambourne, Cambridge, Cambridgeshire. CB23 6HD
Papworth Post Office	Pendrill Court, Ermine Street North, Papworth Everard, Cambridgeshire, CB23 3RH
Papworth Trust	Bernard Sunley Centre, Papworth Everard, Cambridge, Cambridgeshire. CB23 3RG
Bar Hill Library	Gladeside, Bar Hill, Cambridge, Cambridgeshire. CB23 8DY
Histon Library	School Hill, Histon, Cambridge, Cambridgeshire. CB24 9JE
Cambridge Housing Society	Endurance House, Vision Park, Chivers Way, Histon, Cambridge, Cambridgeshire. CB24 9ZR
Swavesey Post Office	5, Market Street, Swavesey, Cambridge, Cambridgeshire. CB24 4QG
The Village Shop	Fountain Lane Haslingfield, Cambridge Cambridgeshire, CB23 1LT
St Edmundsbury	
St Edmundsbury Borough Council	Western Way, Bury St Edmunds, Suffolk
St Edmundsbury Borough Council	Lower Downs Slade, Haverhill, Suffolk
Bury St Edmunds Library	Sergeants Walk, St Andrews Street North, Bury St Edmunds, IP33 1TZ
Ixworth Library	Village Hall, High Street, Ixworth, IP31 2HH
Kedington Library	Community Centre, Arms Lane, Kedington, CB9 7QQ
Clare Library	The Guild Hall, High Street, Clare, CO10 8NY
Haverhill Library	Camps Road, Haverhill, CB9 8HB

The Adverts







Key to advert symbols

H — Available for homeseekers only

T — Available for transferring tenants only

H/T — Available for homeseekers and transferring tenants

This shows the property has a lift

This shows the property has no lift

Number of bedrooms and property type

Sheltered housing (Defined by white background), you must have been assessed for sheltered housing

AGE 50+ AGE 55+ AGE 60+ AGE 65+

Property designed for people this age or above

1-1 1-2 1-3 2-3 2-4

Minimum and maximum number of people who can live in property

G 1 2 3 4

Floor level of property, if flat or maisonette

Number of bedrooms in the property

Mobility Group 1 - Suitable for wheelchair user indoors and outdoors (defined by symbol and white bar)

Mobility Group 2 - Suitable for people who cannot manage steps or stairs and may use a wheelchair some of the day (defined by symbol and white bar)

Mobility Group 3 - Suitable for people only able to manage 1 or 2 steps or stairs (defined by symbol and white bar)

Bidding

Bidding on the Internet

The quickest and easiest way to bid is through our website **www.home-link.org.uk** Instructions are given on screen but you will need to know your unique Home-Link number and date of birth in order to log on. On the website there is an online copy of the Home-Link magazine, if you see a property that you are interested in and meet the stated criteria you can place a bid. If you have made a bid but then change your mind you can remove the bid on the website; as long as the bidding cycle is still open. You can also view your bidding history once you have logged in.

Free internet access is available at libraries across the sub-region and you can also bid online in reception at Council and Housing Association offices and from your home computer.

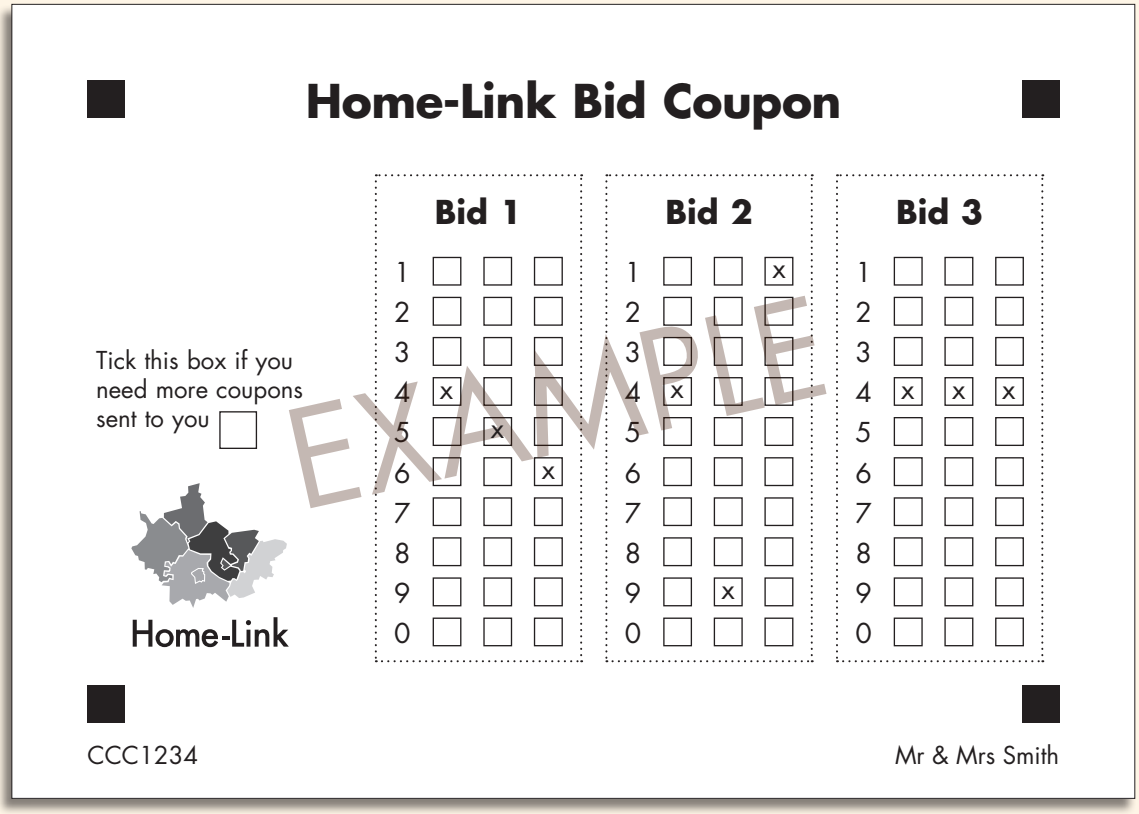
Bidding by Text Message

Action	Example
1 To begin making bids:	Open a new text message
2 Enter your Home-Link number via keys	SBDC12345
3 Then followed immediately by a hash mark:	SBDC12345#
4 You should now enter the advert reference number of your 1st bid followed immediately by a hash mark:	SBDC12345#456#
If you have finished bidding then send. If not, keep following the instructions below.	
5 You should now enter the advert reference number of your 2nd bid followed immediately by a hash mark:	SBDC12345#456#491#
If you have finished bidding then send. If not, keep following the instructions below.	
6 You should now enter the advert reference number of your 3rd bid followed immediately by a hash mark:	SBDC12345#456#491#444#
7 When you have entered all of your bids send your text message bid:	Send
8 The number	**07781 472726**

- Most mobile phone companies charge SMS text messages at around 10p per text.
- To add numbers to the message keep pressing the keys until you get to the digit and select.
- On most mobile phones to find the hash character first press the star key then select the hash mark.
- You can enter your bids in both upper and lower case.
- Check your Home-Link number and bids are correct before sending.
- Please note that you will not receive a text message to confirm the bids you have made.

Bidding cont.

How to complete your Home-Link coupon



- Your coupon has your name and your Home-Link Number printed on it - please check that these details are correct.
- You can bid for up to three properties for each edition of the magazine.
- Each property will have a 3-digit reference number, shown in the advert in the Home-Link magazine.
- For example if you want to apply for the properties which have the reference number 456, 491, and 444, you should mark the coupon as shown in the example copy. You should put an X in the first column against the relevant first digit of the reference number.
- You should put an X in the second column against the relevant second digit of the reference number.
- You should put an X in the third column against the relevant third digit of the reference number.
- Please return your coupon by post to Locata. The address is already on the coupon, but you will need to put a stamp on it.
- If you need more coupons sent to you, please tick the more coupon box.

Bidding by Telephone

1 To begin making your bids dial:	**0870 727 0481**
2 You will hear:	"Welcome to the Home-Link property line." If you are registered with: Cambridge City Council Press **1** East Cambridgeshire District Council Press **2** Forest Heath District Council Press **3** Huntingdonshire District Council Press **4** South Cambridgeshire District Council Press **5** St Edmundsbury Borough Council Press **6** Fenland District Council Press **7**
3 You will then hear:	"Please enter the number section of your reference number."
4 Once you have entered the correct reference number you will hear:	"Thank you. Please enter the day number of your birth date."
5 You should now enter the day number of your date of birth. Please remember to put the leading zero (0) in if it is a single number. For example, if your date of birth is 16/04/1970 type in 16, if your date of birth is 08/01/1958 type in 08. Once you have entered the correct number you will hear:	"Thank you. Please enter the property reference number for your first bid."
6 Enter the three digits of the property reference number. Once you have entered the correct number you will hear:	"Thank you. If you would like to add an additional bid, press one, or press the star key to complete your bidding."
7 If you have pressed one you will hear:	"Please enter the property reference number for your second bid, or press the star key to complete your bidding."
8 Enter the three digits of the second property reference number. Once you have entered the correct number you will hear:	"Thank you. If you would like to add an additional bid, press one, or press the star key to complete your bids."
9 If you have pressed one you will hear:	"Please enter the property reference number for your third bid, or press the star key to complete your bidding."
10 Enter the three digits of the third property reference number. Once you have entered the correct number or if you pressed the star key previously you will hear:	"Thank you for calling the Home-Link bidding line."
If you have made errors you will hear instructions as follows:	
11 If you have made an error with your Home-Link number you will hear:	"I'm sorry, the Home-Link number you have entered is not recognised. Please try again."
12 Enter your Home-Link number again, making sure that you are only entering the number part of your reference number. If you get your Home-Link number wrong a second time you will hear:	"I'm sorry, the Home-Link number you have entered is not found. Please check with your Council or Housing Association and call again."
13 If you place an ineligible bid you will hear:	"I am sorry you are not eligible to bid on that property. Please enter another property number or press the star key to complete your bidding".
14 If you enter an incorrect day of your birth you will hear:	"I am sorry the day of your birth you have entered does not match the day of birth specified for your reference number. Please re-ener using your telephone now".

Feedback

The feedback on all lettings will be provided on the web site and in the Home-Link magazine.

The feedback contains information on lettings that have taken place since the previous edition. The feedback is colour-coded in the same way as the adverts appearing in the magazine.

Understanding the Feedback Reports

Magazine Issue Date
This is the publication date of the magazine that the advert appeared in.

Advert Reference
Combined with the magazine issue date, this gives a unique identity to any advert appearing in the magazine and is used for making a bid.

Size and Property Type
This is simply a description of the property advertised.

Location
This gives an indication of where the property is situated within partner boundaries.

Number Of Bids
This is the total number of bids that were made for each property by applicants at the close of the bidding cycle.

Letting Information
This is the status of the successful applicant who bids for the property.

Example of Feedback Report

Magazine Issue Date	Advert Reference	Size	Property Type	Location	Bids	LETTING INFORMATION		
						Band	Priority Date	Application Type
Cambridge City								
25-Feb-08	123	3 Bed	House	Ramsden Square	125	B	02/06/07	Homeseeker
East Cambridgeshire								
25-Feb-08	126	2 Bed	House	Longfield Road, Littleport	49	A	15/10/07	Homeseeker
Fenland District Council								
12 sept 08	231	2 bed	Bungalow	Festival Homes, March	25	B	15/11/07	Transfer
Forest Heath								
25-Feb-08	129	2 Bed	Flat	Icewell Hill, Newmarket	40	C	26/05/05	Homeseeker
Huntingdonshire								
25-Feb-08	132	4 Bed	House	Huntingdon	33	B	01/05/06	Transfer
South Cambridgeshire								
25-Feb-08	135	2 Bed	House	Belbin Way, Sawston	381	A	22/12/06	Transfer
St Edmundsbury								
25-Feb-08	138	2 Bed	House	Hazel Close	150	A	01/03/06	Homeseeker

How can this information help you

You may wish to use this information to influence how you make bids in the future. For example;

- You could bid for properties of different types and in areas that attract fewer bidders.
- If an applicant has been offered the property and was in the same Band, note the priority date, this may give some indication of the length of time you may be waiting for a property of this type in a similar location.
- You will be able to see in some instances Band C and D applicants may never be offered certain property types in areas. If you are in one of these bands, you may wish to consider other housing options.

Housing For Older People

Making the right move

Getting older shouldn't mean losing our independence, especially when it comes to thinking about our home. We all want the valuable opportunity to live somewhere with our own front door, the reassurance of feeling secure and knowing assistance is on hand if there's an emergency. We may also want to remain involved with the wider community, our family and our friends.

How we can help

The Councils' and Housing Associations participating in Home-Link provide a range of studio, one and two bedroom flats and bungalows which are specifically for older people, called Sheltered Housing. All Sheltered Housing homes have:

- an emergency alarm service, providing a 24 hour care line and
- Sheltered Housing or Scheme Managers, who get to know residents and their visitors, making sure they know about scheme activities, local services and support available from voluntary and statutory agencies, and respond to activated emergency alarms.

Some Sheltered Housing provides on-site communal facilities, such as resident lounges, hobby rooms, a laundry, hair dressers, guest accommodation and garden areas. Sheltered Housing residents living in homes which do not have on-site communal facilities are actively encouraged to join activities at a nearby scheme.

Things to consider

Above all, we want you to be happy in the home you choose. So, here are some important points for you to think about before deciding whether Sheltered Housing is right for you:

- We recommend you visit several schemes to meet the Manager and other residents, to see if you will feel comfortable with the location and surroundings. You will need to contact the relevant Landlord to make arrangements to view your preferred schemes.
- You will have the independence of your own front door with the security of an emergency alarm service.
- Your family and friends are actively encouraged to visit with you and join in with social activities, both within and outside the accommodation, if you choose to.
- Sheltered Housing tenancies are offered on a rental basis. Please do not be put off by the level of charges indicated in some Sheltered Housing advertised in Home-Link, as you may be entitled to claim Housing Benefit according your personal circumstances. Our staff can provide advice and assistance if you think this may apply to you.
- Our Sheltered Housing supports voluntary and statutory agencies access to your home, if you are unable to manage your own personal care, or carry out tasks such as shopping and housework.
- Pets are allowed in some Sheltered Housing but we recommend you check with the relevant Landlord.
- And finally, we would encourage you to talk to your family, friends and us, but make sure the final decision to move is yours! Moving to please someone else is not a good idea.

If you or someone you know would like more details about the availability of Sheltered Housing in your area, please contact the relevant Landlord.

General Information

Bid Deadline

All bids for properties must reach Home-Link by 12:00 noon on the closing date shown on the front of the Home-Link magazine. Bids received after this time will not be considered eligible.

Need Help Bidding?

Contact your local Council or Housing Association who will be able to help and advise you on how to make your bids and talk you through the bidding process.

www.home-link.org.uk

You can make your bids on the Home-Link web site at the above address.
Please ensure you enter your Home-Link number and bids correctly.

Subscriptions

For a small subscription fee (non-refundable) of £13.50, Home-link can be posted directly to you for six months. Please make your cheques/postal orders payable to Locata (Housing Services) Ltd' and send, together with your Home-Link number and mailing address to: Locata, Home-Link, PO Box 399, RUISLIP, HA4 4EQ.

Please notify Locata of any change to your mailing address for subscriptions.

Bidding Telephone Number
0870 727 0481

To make your bids by telephone, use the above number and follow the instructions.

Making Your Bids by Text Message
07781 472726

To make your bids by text (SMS), follow the instructions shown in this User Guide.